Employee Frequently Asked Questions

Who is TASC?

Total Administrative Services Corporation (TASC) is a national third-party administrator with more than 35 years of experience.

Why the transition to TASC?

To offer you enhanced tools and methods of managing your Section 125 Cafeteria Plan, including online and mobile technologies to retrieve and submit account information.

Who do I contact as a result of this transition?

Please continue to contact the same team that you currently do.

If I currently have a debit card will I continue to have one?

Yes! In fact, once the transition is complete you will receive the TASC card; it functions just as your current card does.

Where do I send my claims?

After the transition is complete all claims will be sent to TASC. In the meantime continue to submit claims as you currently do to:

TASC
P.O. Box 7308
Madison, WI 53707

What can I expect once the transition is complete?

You will receive a Welcome Package from TASC, which will include all the information you will need to manage your plan. While some items will be delivered separately, the materials will include the following:

- Your account number;
- Your TASC card and your Dependent card (if applicable);
- Contact information for customer service at TASC;
- Instructions for submitting claims to TASC;
- Instructions about using TASC's online and mobile tools;
- And more.

What will be different?

TASC brings enhanced tools and methods for managing your Cafeteria Plan. Some of these enhancements include the following:

- Claims reimbursed daily with multiple ways to submit claims: online, text (SMS) message, fax and mail;
- Multiple ways to receive notification regarding status of claims received, paid, and more: e-mail and/or text (SMS);
- Multiple ways to access account balances: online, text (SMS), automated phone response system 24/7, and experienced customer service 8p.m.-5p.m. weekdays; and
- Online management of your bank account information, e-mail and mailing address.